

**About the User:** Ted had some familiarity with Archive.org before the testing, however he primarily used the site for the Wayback Machine.

**Key findings:**

- The user was unable to complete the task of filtering a collection by language.
- User had visited the site 20+ times in the past 6-months and never noticed the list of collections on the homepage.
- User did not initially understand how collection contents were organized, and had trouble utilizing the sort bar: in particular the clickable areas of the sort bar were not easily visible for him.
- Although the user quickly found the collection search, he did not feel confident that the search would occur within the mediatype constraint he had previously selected.
- User was concerned primarily about usage rights for the item he was viewing and could not find information that satisfied him in a way that would have made him feel comfortable using the image publically.
- Small grey font on the item details page was too small for the user to comfortably read correctly.
- User liked the text explains for the icons on the navigation bar.
- User did not feel confident that he would have used or noticed the media icons on the navigation bar had he not been prompted to spend time looking closely at the UI.
- User wanted to know more information on a collection based on its tile view.

**Testing Notes**

**Task 1: Please go to Archive.org**

**Task 2: Please go to the 'American Libraries' Collection**

*Task rating:* 5 (user quickly found the American Libraries collection, but did not feel as though he would have found it if not asked to look for it)

Step A: Complete the task above

Ted began his search by scrolling down the page, but it was something that he didn't feel was particularly visible. He didn't feel as though most users would have scrolled down to discover the collections area.

Step B: What are your first impressions of this page?

Ted's first impression was to question the ordering of the items in the collection. He was expecting alphabetical order, but was curious how he would find something he was specifically looking for it. Additionally he didn't

**Task 3: How do you think the items in this collection are currently ordered?**

*Task rating:* 9 (easy)

#### Step A: Complete task above

Upon being asked the question above Ted found the sort bar. Although he initially seemed confident, he was confused by the arrows on the sort bar, and had some trouble discovering which aspects of the sort bar are clickable. He also did not see that the views option was currently selected.

Ted liked being able to sort the Topics alphabetically (which was his preferred sort).

#### Step B: How would you sort items in this collection by the date they were added to Archive.org, with most recently uploaded items first?

Ted quickly found the Date selector in the sort bar. However the placeholder icons were slightly confusing for Ted.

Ted was unsure who would need to sort by most recently reviewed. Additionally Ted felt like he could not close out of Title sorting.

#### **Task 4: How would you view only items that are in English in this Collection?**

*Task rating:* User could not complete this task

Ted began by looking through the sort bar, tried all of the options and then continued to scroll down the page. He wanted to see if there was information at the bottom of the page but quickly discovered that the page was infinite scroll. Upon realizing this he gave up his search for sorting by language.

#### **Task 5: How would you find an image of “Children Reading” in this collection?**

*Task rating:* 8 (moderately easy)

Ted began his search by narrowing by media type. Next Ted entered his search query into the ‘Search this collection’ search bar, he was unsure though if the search would work within his previously applied filters, or if using search would cancel out his filtering by media type. He would have felt more confident if the text of the search box had changed

#### **Task 6: Item Details Page**

*No task rating*

If looking for an image, Ted stated that he would most likely be looking for an image to use in a presentation or publication, therefore usage rights were very important to him. He saw the large Rights metadata field, but he still felt unsure of if he could use the image or not. He really wanted to be sure that he could use the image before he downloaded it, and furthermore if it was not okay for him to use this image he would have preferred to not see download options.

Ted liked the large size of the image. There was a bit of information on the page (page views, etc) which felt unimportant for him.

**Task 7: Where would you go to find out more information about one of the collections?**

*Task rating: 10 (easy)*

Ted quickly located the module on the left side with the Collection information. He had no problem reading the main collection the item was located in, but the font size and color on the “and 3 more” was not legible enough for him to read correctly, he instead read this text as “add 3 more”.

**Task 8: Please find and go to one of the Archive’s software collections**

*Task rating: 5 (not easy)*

Ted’s first inclination was to use the back browser button until he got back to the homepage, however because he had been asked to spend time on the collections page earlier, he remembered rolling over the media type icons on the navigation bar. He liked the rollover text on the icons.

Upon clicking on the software icon Ted was drawn to and confused by the two featured collections (with avatars), although he quickly found The Internet Software Collection.

**Task 9: Where would you go to find out more information about this collection?**

*Task rating: 8 (easy)*

Step A: Where would you find more information on the collection

Ted clicked on the ‘More’ button on the collection description

Step B: First Impressions of About Page

Ted wanted to know more about each collection before clicking on the tile. He wanted to know more about what was in a collection before clicking.

**Follow-up Questions**

1. How did this interface match with your expectations of using Archive.org, what parts were easy to use and behaved as expected?  
Alphabetizing of the filters behaved properly, but he wish it had been alphabetized to begin with.
2. In what ways did this interface not match your expectations of using Archive.org, what parts were hard to use, or weren’t quite clear to you?  
Ted had visited the homepage many (20 times in the last 6 months) but he never noticed the collections on the homepage. He felt really surprised and upset by this.

Ted still had issues understanding the sort bar and how collections are default ordered.

3. If you could change one thing about Archive.org, what would you change?

Ted would change the homepage to draw more attention to the collections

4. Have you ever created an account on Archive.org, or would you? Why or why not?

Ted has never created an account and could not see any benefit to creating one as all of the information is free to use for all.